

**Self-service digital terminal for  
customers**

**INTERFAZ**

## Client

One of the most important financial institution in Central America, which offers financial products and services to millions of customers in the region.

## Challenge

To develop a self-service digital terminal for the customers to manage their requests, transfers, payments, online banking, information on formalities, and avoid waiting long terms or requesting unnecessary appointments. The challenge was to provide a secure connection so that customers could use the system without complications, and to make the terminal so clear that any user of any age could use it, without the help of a bank advisor.

## Solution

Implementation of multiple platforms (web, mobile, tablet, etc) within the company as the best ally to make transactions without complications. We create through this product an intuitive, accessible, and easy-to-use experience, without long waiting times or paperwork. Three physical channels that offer thousands of users the best virtual experience.

## Highlighted Features

- Research
- Architecture
- Prototypes
- Usability Testing
- UI Design

## Resources

- Market research
- Planning
- Development

